

Customer Service

City of Newton Performance Management
September 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has gone up since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Connect residents to the answers to their questions, concerns, and requests as easily as possible					
	↑	Estimated total calls	4,880	4,500	380
	↓	Number of requests made online by residents	1298	1000	298
	↑	% of total requests made online by residents	27	25	2
	→	% of voicemails returned within 24 hours	100	100	0
2. Ensure that resident requests are followed up on by the appropriate department in a timely manner					
	↓	% of all work requests meeting service level agreements	88.11	99	10.89
	↑	% of total requests where residents call more than once	0.60	1	0.40

Notes

Service level agreements are the estimated completion times for each request put into our system.